OBJECTIVE
Maximize employee’s time in the field and reduce travel time. To provide supervisors with a tool to better manage their employee’s assignments and workload. To develop the employees technical skills and to reduce physical paperwork and redundant data entry processes.

SEPTEMBER 19, 2018

GO WORK
MANAGEMENT

Operational outline
How to Use your iPhone

1. iPhone Apps with Descriptions
2. Home Screen A
3. Home Screen B

Fire O&M Training Topics

1. **LOGIN**
   
   a. Find Icon
   
   b. Login with credentials
   
   c. 3 icons
      
      i. Work Management
      
      ii. Inventory Management
      
      iii. WorkDesk

2. **WORK ORDER COMPLETION**
   
   i. Tap WORK MANAGEMENT icon
   
   ii. What do bottom icons mean?
      
      1. Assignment
      
      2. Queue
      
      3. Work Orders
      
      4. Timecards
      
      5. Stock
      
      6. Requests
      
      7. Home
      
      8. Map
      
      9. Return

3. **TO USE AiM**
   
   i. Tap WORKDESK icon
   
   ii. Open website/AiM
   
   iii. Login
   
   iv. Use as with desktop site
iPhone Screen & Applications

1. **AiM Asset Management**
2. **Internet Browser**
3. **Building Portal Website**
4. **Grainger Phase Print/Scanning UPCs**
5. **Calculator**
6. **Backup Flashlight**
7. **Calendar**
8. **Fire O&M: AiM Operations & Maintenance**
9. **Camera**
10. **OMNI/MyFSU**
11. **iPhone Settings**
12. **Local Weather**
13. **GPS Based Maps**
14. **Compass: Includes GPS**
15. **Clock: Timers/Alarms**
16. **E-Mail**
17. **Skype: Messaging/Videocalls**
18. **Notes**
19. **Recently Opened Files**
20. **Self Service: Reinstall Apps**
21. **Microsoft Excel**
22. **Microsoft Word**
23. **Record Voice Memos**
24. **Photos**
25. **Skype: Messaging/Videocalls**
### Part 1: Completing Work Orders

#### LOGIN to FiRE O&M

<table>
<thead>
<tr>
<th>IDENTIFY and TAP on FiRE O&amp;M icon</th>
<th>LOGIN with your FSUID and password</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="dirouse" alt="Login" /></td>
<td>IF <strong>FSUID</strong> forgotten: Daniel Rouse, (850) 264-7974</td>
</tr>
<tr>
<td><img src="password" alt="Login" /></td>
<td>IF <strong>password</strong> forgotten: ITS, (850) 644-4357</td>
</tr>
<tr>
<td><img src="https://aimtest.facilities.fsu.edu/fmax" alt="Login" /></td>
<td><img src="Login" alt="Login" /></td>
</tr>
</tbody>
</table>

#### PART 1: COMPLETING WORK ORDERS

<table>
<thead>
<tr>
<th>SELECT WORK MANAGEMENT to start WORK ORDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Select](Work Management)</td>
</tr>
<tr>
<td><img src="Assignments" alt="Select" title="1" /></td>
</tr>
<tr>
<td>![Select](1906108 / 001 - CREATE AIM LOGINS FOR MICHEL...)</td>
</tr>
<tr>
<td><img src="START" alt="Select" /></td>
</tr>
<tr>
<td>![Select](Timer OFF)</td>
</tr>
<tr>
<td>![Select](Timer ON)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REVIEW information needed to complete work order</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDENTIFY items that need to be purchased or taken to site of work prior to arriving on site</td>
</tr>
<tr>
<td>START timer upon reaching work site</td>
</tr>
<tr>
<td>NOTE: Clock icon will shift upside down once timer is activated.</td>
</tr>
</tbody>
</table>
**Part 1: Completing Work Orders**

**PERFORM** required work to complete work order

**Is a trip to Grainger Required?**

**YES** – MOVE ON to Next Step and DO NOT stop timer

**NO** – STOP timer on site once work has been completed

**NOTE:** If extra materials are necessary DO NOT stop timer to pick up materials.

**IDENTIFY** and TAP Grainger Icon on Main Screen

**SUBMIT** Work Order number and phase number

**SCAN** barcodes and resume work

**STOP** Timer on site once work has been completed
Part 1: Completing Work Orders

**Figure 1 - Assignments List**
- White: Regular
- Yellow: Urgent
- Red: Emergency
- All WO Phases To Be Completed
- Refresh
- All WO Phases Assigned Today
- Work Orders to be completed
- All Work Orders Assigned To Date
- Timecards
- GPS Maps

**Figure 2 - Work Order Phase**
- Labor Hours (Manual Entry)
- AiM Website
- Photos & Related Documents
- Location of Work Order
- Material Request
- Shop Stock
- Time Start
Part 1: Completing Work Orders

**Figure 3 - Work Order Phase**

- Work Order #
- Phase #
- Property
- WO Status
- Work Code
- Priority
- Assigned Shop
- Extra Description of WO

**Figure 4 - Timecard Manual Entry**

- Total Hours Worked on WO
- Work Order Number
- Phase Number
- Time Type
- Start/Stop Time Manual Entry
Part 1: Completing Work Orders

WO Types ("M" & "U") All Categories
Phase-Status Completion Process

Service Center (CM & RM)-WO
PM Team PM-WO
Phase-Status Starting Cycle

Status
- Entered
- Assigned

Next

Supervisor/Tech
Status
- SWO
- Assigned
- WIP

Either
Status
- Any Hold Status

Stage 1: Phase-Status Finish Cycle
Status
- Completed
- Canceled

Stage 2: Phase-Status Finish Cycle

Financial Department
Status
- Closed

Either
Status
- Any Reopen Status

Notes:
- Any WO-Phases Status must be at Stage 1 or Stage 2 before updating WO Status Header to Completed, Canceled or Closed
- Supervisor from assigned shop or asset on WO-Phase is responsible to ensure that WO-Phase Status gets to Stage 1
- Finance is responsible to ensure that any WO-Phase Status get to Stage 2
- Do not use Phase Statuses: Transferred, ________________ ?
Frequently Asked Questions

1. *How do I know that time is running?*

   Refer to PART 1: Completing Work Orders. Upon selecting the clock at the bottom of the respective Work Order Phase screen, the clock will turn upside down. You will also see a clock running next to the Work Order Phase on your Assignments screen. You can only clock in to one WO Phase at a time.

2. *What should I do if I forget to start or stop the clock?*

   Start/stop the clock as soon as possible, note what the accurate start/stop time should be for that work order. When you stop the timer, you can adjust the start/stop time to the correct entry time(s). You can also request your supervisor to add the time, as if you did not have your device.

3. *What should I do for breaks?*

   Stop the timer at the start of the break and start it again at the end of the break when resuming work.

4. *What do I do if an asset is not on AiM?*

   This would be classified as an “Untagged Asset” and you will have to submit a photo of the asset into the work order phase. To do this, open the Phase and tap on the Camera icon, take a picture, and save it.

5. *What if my device is out of charge?*

   Supervisors will be equipped with vehicle chargers and will provide you with one in the case that it is needed. If this is not available, they will have to be charged before use.

6. *What if I forgot to take my device for the day?*

   A request to add/change your time will be needed for the supervisor to approve the time you were not able to enter.

7. *What if my supervisor is not here?*

   In the case that you need your phone from the supervisor’s office, they should have a backup person with access to their office. In the case that you need work orders assigned, the service center will act as supervisor and assign work orders to be completed.

8. *What if I forget my passcode? / FSU login?*

   For FSUID contact Daniel Rouse: (850) 264-7974
   For FSU Password contact ITS: (850) 644-4357

9. *What if my phone breaks?*

   Another phone will be provided for you to use.

10. *What if my phone is lost? What If I find it within a week?*
Frequently Asked Questions

Another phone will be provided for you to use and all the information that was on that phone will be wiped out, if the device is found it will no longer be assigned to you.

11. If work order requires to go to Grainger and two technicians are working on the same work order, do both technicians go to Grainger?

Work orders must be completed by one technician, unless the job requires two people to complete the work order; however, in this case only one technician will go to Grainger.

12. How do I track time additives?

You must add an additional manual time entry in the Labor Hours section of the current Work Order Phase. Refer to Figure 3.

<table>
<thead>
<tr>
<th>Work Order Phase (Figure 3)</th>
<th>SELECT clock icon to open manual entry screen (Figure 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel</td>
<td>Labor Hours</td>
</tr>
<tr>
<td>Work Order</td>
<td>1905396</td>
</tr>
<tr>
<td>Phase</td>
<td>001</td>
</tr>
<tr>
<td>Time Type</td>
<td>RG</td>
</tr>
<tr>
<td>Labor Class</td>
<td>REGHP</td>
</tr>
</tbody>
</table>

| Start | 1530 |
| Stop  | 1551 |
| Hours | 0.35 | TYPE Starting and Stopping time needed to be counted to additives
| SAVE time entry |